ABSTRACT OF THE DISCLOSURE

A start point time measurement section 53 measures the time at which a moving image request is input as start point time and a start point time determination section 59 determines whether the start point time is valid or invalid, and outputs only the valid start point time to a response time calculation section 52; an end point time measurement section 54 measures the time at which moving image display is started and an end point time determination section 58 determines whether the end point time measured by the end point time measurement section 54 is valid or invalid, and outputs only the valid end point time to the response time calculation section 52; and the response time calculation section 52 calculates the difference between the start point time and the end point time as the response time and an evaluation system 40 evaluates the satisfaction degree of the user at the response time and the like for monitoring and managing the response time in moving image service.